# VISITATION SECTION 1.K. - RIGHTS OF PERSONS SERVED

#### 1. POLICY

To establish policies, procedures and guidelines for all visitors.

#### II. REASON

To ensure that all visitors to the Wyoming State Hospital are properly accounted for. To ensure visitation requests are dealt with in an orderly and consistent manner. To protect patients' rights to confidentiality and privacy.

### III. PROCEDURE

- A. All visitors are required to check in at the Switchboard and provide current photo identification. If the visitor has no identification, the case manager, unit manager, doctor or nurse supervisor will be notified and a decision from them will be made as to the visit occurring. Legitimate purposes for people to access the WSH campus include meetings, visitation with a patient, treatment being provided to a patient and emergency personnel responding to an emergency.
- B. REGULAR VISITING HOURS are between 1700 and 2100 hours Monday through Friday and 0800 to 2100 hours Saturday, Sunday, and holidays. Exceptions can be made by the Treatment Team. Exceptions to these times must be documented in the patient medical record.
- C. Visitation requests received from family, friends, and clergy during normal business hours, Monday through Friday, 0800-1700 hours will be referred to the case manager, unit manager, nursing manager or Medical Staff member. Requests outside these hours will be referred to the nurse supervisor or on call Medical Staff member.
- D. The patient will be asked for input regarding permission for visitation. If the patient declines the visit, the visit will not occur. The case manager will document this information in the patient's record.
- E. The switchboard will issue a visitor badge, visitor pass and visitor parking tag to all approved visitors. The following will be asked of the visitor by the Switchboard personnel:
  - Are you in possession (on person or in vehicle) of any firearms or other weapons?
     If yes, the visitor will be directed to leave the grounds and secure the firearms and/or weapons elsewhere.
  - 2. Are you in possession of any alcohol (on person or in vehicle)? If yes, the visitor will be directed to leave the grounds and secure the alcohol elsewhere.
  - 3. Are you in possession of any medication that has been prescribed for you and/or any medication that has been obtained over the counter? If yes, please secure

those items in your vehicle and do not have them in your possession during your visit unless it is "emergency" medication, i.e. heart medication, diabetes medication, etc. If this is the case, the nurse supervisor where the visit is taking place must be informed of such need.

- F. The visitor will be asked to sign acknowledging their answers to these questions.
- G. Visitors will not be allowed to take onto any treatment unit purses, backpacks, etc. or food items other than food in factory sealed, prepackaged containers. These items must be left in the visitors' vehicle or storage lockers available at the Switchboard. Exceptions can be made by the treatment team with a doctor's order.
- H. The pass will be presented at the door of the treatment unit prior to the visitor entering.
- I. Any visitor may be asked to leave, and local law enforcement notified, if there is a suspicion the visitor is under the influence of drugs or alcohol, verbally or physically abusive or physically or sexually inappropriate with either patients or staff. Visitors may also be asked to leave if they fail to act within parameters of Wyoming State Hospital policy.
- J. Any visitors may be denied access to the unit or asked to leave if it is determined they are physically ill and may infect the patient they are visiting or other patients on the unit.
- K. Any visitor may be asked to leave if it is discovered that they have brought contraband (including tobacco products) onto the grounds of the State Hospital.
- L. Visitors under age eighteen must be accompanied by an adult visitor at all times.
- M. When the visitor is a representative of law enforcement, the following procedure will apply:
  - 1. The request will be referred to the case manager.
  - 2. The case manager will obtain written consent from the patient prior to the visit.
  - 3. A Privileged Licensed Independent Professional opinion will be obtained stating the visit is not detrimental to the patient.
  - 4. A Wyoming State Hospital staff member, preferably the case manager, will attend the interview.
  - 5. If the Officer does not want to remove his/her firearm (for visitation purposes), access to the unit will be at the discretion of the case manager or nursing supervisor. An alternative meeting place may be made available. Reference "Law Enforcement Firearms on Treatment Halls."
  - 6. The case manager will set an appointment time.
  - 7. The officer will arrive at the switchboard and be issued a pass.
  - 8. The patient will be allowed to refuse any such visits or may request an attorney be present.
  - 9. Such visits will not be permitted outside normal business hours unless the request constitutes an emergency.
  - 10. In cases of emergency the nursing supervisor may coordinate the visit.

- N. Representatives from such agencies as Mental Health, Vocational Rehabilitation, Department of Family Services (DFS), other hospitals, etc, shall be subject to the following routine:
  - 1. An advance request must be referred to the case manager.
  - 2. The patient must consent to the visit.
  - 3. Written consent for the visit will be obtained from the patient.
  - 4. Any information to be shared by the treating staff will also require the patient's written consent except as it applies to W.S. §25-10-122.
  - 5. Visits will be during normal business hours unless arranged in advance.
  - 6. The visitor will arrive at the switchboard and be issued a pass.
  - 7. The pass will be received by unit personnel prior to the visitor entering the hall.
- O. If family members (or other approved visitors) are staying on Clark Hall, patients they are visiting may go onto Clark Hall during the visit and must remain with their family members (or other approved visitors) while on Clark Hall. Patients are not permitted on Clark Hall unless they are with a family member or other approved visitor.

## IV. ADDITIONAL INFORMATION

- A. Date Issued: March, 1990
- B. Date Reviewed Revised: November, 1991; April, 1996; June, 1996; July, 1996; November, 1997; August, 1999; July, 2002; March, 2004; August, 2004; May, 2005; October 2006; May, 2008; December 13, 2010; January 14, 2011
- C. Cross References:
- CARF 2010 1.K.2
- 1. WSH Policy "Law Enforcement Firearms on Treatment Halls."
- 2. WSH Policy "Food Brought Into the Hospital."
- 3. WSH Form F16R "Wyoming State Hospital Visitor Pass."
- D. Responsible Party: Patient Rights Representative

Robert R. Stahl, M.S., Administrator